

Date: 2013-06-25

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone. I want to encourage the FCC to grant speedy approval of this product for use by the deaf and hard of hearing community.

This new product provides services too long awaited by those of us with a hearing loss. We are trying everyday to function in the hearing world and compete for employment within the hearing community. This product offers a vital service to level the playing field. No other product available today can do that. No one would question the need for a wheelchair ramp. This new service is our wheelchair ramp.

For those of us with a hearing loss, it is difficult to make and/or receive phone calls in any environment, but it is especially hard in a mobile application. We should be able to make or receive calls to and from friends, family, neighbors or business associates at any time or place without any forethought, needless advance notice or complicating process for either party. For example, during my increasingly frequent travels, I have often had to hand my cell phone to helpful strangers who could translate incoming conversations. I cannot understand incoming speech because captions are not available from today's caption services.

For your information, I am not connected with Miracom or the InnoCaption product in any way. I am writing because I have a hearing loss and very much need this new service right now just to communicate at the most basic level in our hearing society. I struggle to hear and comprehend every word during phone calls. I have developed a number of methods, such as handing the phone to strangers and using Caller ID to call back when incoming phone numbers are shown, to try to overcome the shortfalls of today's caption services. However, none of these methods allow me to keep up with hearing callers and I often fail to communicate on time. I need the new InnoCaption services to overcome these shortfalls.

When making a call, we want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. Captions come on very quickly and the quality of the captions is much superior with InnoCaption. I understand that InnoCaption uses stenographers trained to court reporter level certification as their CAs. The CA actually types the conversations instead of using "Voice Recognition" technology.

This approach reduces the number of errors and substantially speeds delivery of the captions. InnoCaption also provides each user with his/her own caption phone number that we users can share with our friends, family, and business contacts to simplify calling. Whenever someone calls that number, the app is

automatically turned on, a CA is automatically connected, and we start receiving captions immediately.

Those of us with a hearing loss have waited a long time for such a seamless approach to mobile communications. By contrast, our hearing family members cannot remember not having such capabilities. Now that the technology is available, we would be very grateful for your support to begin using this service without delay.

Please grant approval of this product as soon as possible.

Thank you for taking serious note of this request.

Sincerely,

Fred Williams

13333 Foxhole Drive

Fairfax, VA 22033

Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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